

Temporary Citywide Telework Policy for City Employees

Purpose:

- As the City continues its containment and mitigation efforts relating to COVID-19, a temporary citywide telework policy is being implemented to enact and encourage social distancing strategies in the workplace.
- The temporary policy will allow certain employees to work from home, while ensuring the continuity of agency business operations.
- This policy does not supersede City rules, regulations, policies applicable in the workplace, but rather is designed to facilitate the performance of City business in alternate work locations.

Agency Head Responsibilities:

- Agency heads are directed to implement a telework plan immediately
- Agency heads must create a roster with the maximum number of employees eligible to participate in the telework program after considering eligibility criteria and agency capacity to support telework including technological and telecommunications capabilities, as well as availability of supervisory staff.
- Agency heads shall coordinate with their respective Deputy Mayor, Law Department, OLR, OMB, DCAS, and DoITT on implementation of their telework plans.

Guidance for Agency Heads on Eligibility for Telework:

- Telework is generally not appropriate for a first responder, healthcare worker, or educator.
- Telework is generally not appropriate for a field worker (e.g. parks worker, motor vehicle operator, caretaker, inspector)
- Non-represented and represented employees who provide essential services in a business continuity context, which can be performed in a remote capacity, are most ideal for telework opportunities.
- Employees whose tasks have measurable deliverables including, but not limited to, responsibilities such as writing, research, or editing reports, and other tasks that require minimal supervision, should be considered appropriate for telework consideration.
- For an eligible employee, effective communication with clients, stakeholders and team members must be possible from home.
- Where an employee's responsibilities require case management through a workflow system, remote access to that system may be necessary for telework to be appropriate.
- A position that requires frequent interactions with members of the public may not be appropriate for telework.
- If an employee is subject to self-isolation or quarantine, and the position is one in which telework is feasible, employees are permitted to work from home on a voluntary basis if the employee is healthy enough to work and other criteria within this policy are met.
- Agency heads may consider length of service and disciplinary history in making telework eligibility determinations.
- Employees need not sign an agreement to participate in the telework program as this policy does not supersede City rules, regulations and policies applicable in the workplace.

Work Schedules

- Schedules may be developed on a full-time or part-time basis
- Work hours should adhere to existing employee schedules (e.g. 9am-5pm), whenever possible. Any deviation from pre-existing schedules being sought by an employee must be requested by the employee and approved by the Agency Head.

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- If an agency has instituted staggered work schedules for its employees, telework schedules could be adjusted to conform to those staggered schedules for employees in the workplace.
- Telework days could be five days a week, or a hybrid schedule could be instituted, e.g. telework three days a week and at the workplace two days a week. At an Agency Head's discretion, alternating "teams" of employees may provide telework and in-person coverage.

Provision of Equipment

- Agencies shall provide equipment (computer, phone, internet access), where possible. Personal equipment (e.g. an employee's own laptop) may be used, provided that strict adherence to information security protocols is followed. Any questions about information security protocols should be referred to DoITT and NYC Cyber.
- Agencies shall facilitate home access to necessary agency systems.
- Agencies must ensure access to CityTime, if technically feasible, or develop another method for timekeeping. DoITT and FISA-OPA, as well as any other applicable agency, shall assist agencies in complying with this provision.
- The designated alternate work location must be an appropriate work environment. The teleworker is agreeing to perform all work at the specified location. This location should be one in which the employee's telework duties can be performed in a safe and ergonomically appropriate manner.

Policy Compliance

- All terms and conditions of City employment will continue to apply.
- All information security protocols must be followed when using City and/or electronic equipment and accessing systems.
- Workplace rules prohibiting private activities during work hours should be followed notwithstanding the fact that employees are working from home.
- Overtime must be approved in advance.
- Any leave time must be requested and processed in the same manner as in the workplace.
- Employees participating in the Telework Program may be required to participate in conference calls/team meetings as necessary.
- Employees must maintain any approved safeguards to protect agency records from unauthorized disclosure or damage and comply with the privacy requirements set forth by the City of New York.
- Employees are required to notify the agency if working in any alternate location other than the primary designated location.

Supervisory Oversight

- Agencies shall develop a written protocol for ensuring that teleworking employees are working their designated hours.